



Consumer Protection and Enforcement Division



Monthly Activity Report June 2020

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OVERVIEW

The Consumer Protection and Enforcement Division (CPED) serves as the first line of defense for California utility and transportation customers. CPED implements Commission regulations, policies and licensing for transportation carriers, investigates and enforces against passenger carrier misconduct, and investigates allegations of utility waste, fraud, and abuse. CPED is comprised of two separate programs: Passenger Transportation and Utilities Enforcement.

This report contains information reflecting the month's performance within each CPED program. Information about each program is collected in six different sections: (1) Key Activities, (2) Citations/Fines/Refunds, (3) Compliance with Ordering Paragraphs, (4) Docket Activity, (5) Outreach/Training/Other Events, and (6) Legislation of Interest.

PASSENGER TRANSPORTATION

The Commission's Transportation Program oversees for-hire passenger carriers (limousines, airport shuttles, chartered and scheduled bus operators, transportation network companies and ferries). The Program consists of three branches: the Transportation Enforcement Branch-North (TEB-N), TEB-South (TEB-S) and the Transportation Licensing and Analysis Branch (TLAB).

TEB investigates alleged violations, conducts joint inspections, issues warning notices and citations, prosecutes enforcement cases before the Commission and supports civil and criminal cases brought by local prosecutors, such as a district or city attorney. TEB also staffs a consumer complaint 800 phone line and conducts outreach activities to educate consumers, carriers, and state and local law enforcement and prosecutors on consumer protection statutes, regulations and policies that affect passenger transportation.

TLAB's Licensing Section analyzes applications from carriers, writes proposed decisions to approve or deny a carrier's CPCN application, issues permits and certificates, and tracks carrier compliance with permit requirements while TLAB's Analysis Section functions as the Commission's subject matter expert and advises decision makers regarding for-hire carriers.

KEY ACTIVITIES

Investigations

In June 2020, TEB closed 28 investigation cases and initiated 4 new cases.

2020 Enforcement Activity	Jan	Feb	Mar	April	May	June	YTD
Open Investigations as of 5/1/2020	111	117	125	113	128	131	
New Investigations Initiated	46	16	30	34	18	4	148
Investigations Completed	18	26	25	22	24	28	143
Cease and Desist Notices	28	19	17	12	25	3	104
Official Notices	3	7	5	4	4	3	26
Telephone Disconnects	2	3	0	0	0	0	5
Citations	6	8	11	3	14	26	68
Citations Appealed	0	0	2	1	0	2	5

Complaints

This month, the Consumer Intake Unit (CIU) received just one complaint. The table below provides information on the current status of complaints referred to enforcement for further investigation.

Investigations from CIU Complaints Referred to Enforcement	
Open Investigations as of June 1, 2020	41
New Investigations Initiated	0
Closed Investigations During Month	8
Open Investigations as of June 30, 2020	33
Investigations open longer than 6 months	7
% of total open investigations	21%

Carrier Application and Permit Activity

As of June 2020, TLAB’s Licensing Section has received **1163** applications (New, Renewals, Refiles, and Transfer) and issued **1066** permits. Currently, TLAB has completed its review of an additional **430** applications awaiting final approval once we receive the required California Highway Patrol (CHP) bus terminal inspection approvals (CHP requires 60 days) and/or the carrier provides proof of insurance or enrollment in a drug testing program (up to 7 days).

Year-to-Date Passenger Carrier Activity	Total
New Applications Docketed	206
Renewal Applications Docketed	872
Refile Applications Docketed	69
Transfer Applications Docketed	16
Authorities Issued	1066
Authorities Suspended	3357
Authorities Revoked	1053
Authorities Reinstated (Suspended/Revoked)	1569
New Applications waiting for CHP inspection or carrier action (drug test results, insurance).	182
Renewal Applications waiting CHP inspection or carrier action (drug test results, insurance, or other renewal documents).	248
Pending Reinstatement from Suspension and Revocation	58
Total Active/Suspended TCP and PSC Authorities as of 04/30/2020	5193
Total Active/Suspended TNC Authorities as of 04/30/2020	9
Voluntary Suspensions	818
Voluntary Revocations	88
Vehicles added to Passenger Carrier Equipment Statements	2439
Address and DBA Changes	1194
Vehicle inspection requests sent to CHP	1452
Returned Applications (incomplete package)	

Transportation Call Center Statistics

Beginning February 12, 2020, all Licensing staff are available to answer calls from applicants and carriers inquiring about pending applications, addition of vehicles (equipment updates), or general inquiries. The statistics below show a breakdown of calls handled during the past three months since the implementation of the Transportation Call Center. The number of calls has been increasing because of COVID-19 and the Licensing section’s efforts to direct applicants and carriers to our phone lines.

Unit (Number of Employees)	Week Ending 5 June	Week Ending 12 June	Week Ending 19 June	Month Ending June
Equipment (4)	9	18	22	92
Licensing (7)	11	22	14	76
General Inquiries (1)	11	27	30	114
Total Calls	31	67	66	282

CITATIONS/FINES/REFUNDS

TEB Fines/Refunds	January	February	March	April	May	June	YTD
Fines Assessed	\$34,500	\$21,000	\$30,500	\$26,000	\$66,000	\$68,000	\$246,000.00
Fines Paid	\$13,590	\$14,040	\$37,233.33	\$11,190	\$3,002.09	\$19,173.34	\$98,228.76
Overcharge Refunds/Settlements by TEB Consumer Unit	\$1,496	\$559	\$2,269.06	0	\$522	\$41.50	\$4,887.56

Citations

- F-5662. Royal Party Bus LLC dba Exclusive Limousine, Stockton (TCP 36227). Case: PSG-5119. Fine: \$2,000. Violations: carrier 1) failed to enroll driver in Controlled Substance and Alcohol Testing Certification Program; 2) failed to enroll driver in DMV EPN program; and 3) failed to have waybill in possession and provide to authorized officer. Carrier also failed to keep equipment list current.

- F-5664. CLWW LLC dba Wet River Trips, Lotus (TCP 38955). Case PSG-5021. Fine: \$2,000. Violations: carrier 1) engaged in transportation services without first having obtained the required permit or certificate; and 2) failed to file and pay Public Utilities Commission Transportation Reimbursement Account (PUCTRA) fees for years 2017 and 2018.
- F-5672. Miguelito Cruz Bonifacio dba Migeru's Transport, Vallejo (TCP 26910). Case PSG-5246. Fine: \$2,000. Violations: carrier 1) operated as a charter party carrier after expiration of authority; 2) advertised as a Passenger Stage Corporation (PSC) without valid authority; and 3) failed to maintain waybills.
- F- 5673. Jasvir Kaur dba Sky Way Limo Service, Lathrop (TCP32224). Case PSG-5177. Fine: \$5,000. Violations: carrier 1) operated as a charter-party carrier during suspension of authority; 2) underreported gross revenue and underpaid the PUCTRA fees; and 3) failed to maintain waybills.
- F-5675. Stacy Su and Louis Oken dba Stacy's Wine Stop, American Canyon (TCP25544). Case PSG-5253. Fine: \$3,000. Violations: carrier 1) failed to have Workers' Compensation insurance in effect and on file; 2) failed to enroll a driver in a Controlled Substance and Alcohol Testing Certification Program; and 3) failed to enroll a driver in the DMV EPN program. Carrier also underreported gross revenue and underpaid the PUCTRA fees, advertised as a PSC without valid authority, failed to display TCP number on rear and front bumpers of vehicle, failed to update equipment statement; and failed to include the required information on the waybills.
- F-5676. FSL Magnolia Court LLC, Vacaville (Unlicensed). Case PSG-5124. Fine: \$1,000. Violation: carrier 1) operated without having a valid authority.
- F-5677. Welltower Pegasus Tenant LLC, Fairfield (Unlicensed). Case: PSG-5117. Fine: \$1,000. Violation: carrier 1) operated without a valid authority.
- F-5678. Welltower Cogir Tenant LLC, Vacaville (Unlicensed). Case: PSG-5162. Fine: \$1,000. Violation: carrier 1) operated without a valid authority.
- F-5679. Welltower Cogir Tenant LLC, Rohnert Park (Unlicensed). Case: PSG-5307. Fine: \$1,000. Violation: carrier 1) operated without a valid authority.

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- F-5680. Welltower Cogir Tenant LLC, Vallejo (Unlicensed). Case: PSG-5308. Fine: \$1,000. Violation: carrier 1) operated without a valid authority.
- F-5681. Maria Guadalupe Tejada dba Disco Limo, Winters (Unlicensed). Case: PSG-5086. Fine: \$2,000. Violations: carrier 1) operated without a valid authority; 2) failed to have Public Liability and Property Damage Insurance in effect and on file with Commission; and 3) illegally displayed Transportation Charter-Party number on vehicle.
- F-5682. Victor Antonio Lozano dba Lozano's Service Transportation, Napa (Unlicensed). Case: PSG-5087. Fine: \$2,000. Violations: carrier 1) operated without a valid authority; 2) illegal display of Transportation Charter-Party number; and 3) advertised as a Charter-Party Carrier.
- F-5683. ILS International Livery Services, Inc., Beverly Hills, TCP 19063. Case: PSG-5092. Fine: \$1,000. Violations: carrier 1) failed to enroll drivers in DMV/EPN program, and 2) failed to drug test drivers.
- F-5684. Ment Alla Mohamed Omar and Nabil Mohammed Almatari, Antioch (TCP 36590). Case PSG-5270. Fine \$3,000. Violations: carrier 1) operated after expiration of authority; and 2) failed to produce records
- F-5685. Los Angeles USA Tours LLC, Studio City, TCP 37019. Case: PSG-5055. Fine: \$5,000. Violations: carrier 1) operated without valid authority, 2) failed to enroll drivers in DMV/EPN program, 3) failed to drug test drivers. Carrier also failed to display TCP number in advertisements, failed to execute and maintain a set of records which reflect services performed for at least three years.
- F-5686. Carrillo Holdings Inc. dba Limo Bus Company, Anaheim, TCP 22919. Case: PSG-5310. Fine: \$10,000. Violations: carrier 1) operated after expiration of its authority, 2) operated without PL&PD in effect and on file, and 3) advertised without authority.
- F-5687. Pilot Enterprises LLC dba Pilot Limousines, Riverside, TCP 23628. Case: PSG-5071. Fine: \$3,000. Violations: carrier 1) operated as a charter-party carrier after expiration of its authority, and 2) failed to include pertinent information on the waybills.

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- F-5688. CTour Express LLC, Monrovia, TCP 36856. Case: PSG-5216. Fine: \$4,000. Violations: carrier 1) operated after expiration of authority, and 2) failed to display TCP number in advertisement.
- F-5689. AK Limousine, Inc. dba Lavish Limousine, Stockton (TCP 30808). Case: PSG-5118. Fine: \$2,000. Violations: carrier 1) operated without a valid authority; 2) failed to have 19-Point vehicle inspection; and 3) failed to renew application at least 3 months prior to expiration date of certificate or permit. Carrier also failed to use employee drivers.
- F-5690. Renee Cooper dba Women Driving Women, Healdsburg (Unlicensed). Case: PSG-5138. Fine: \$2,000. Violations: carrier 1) operated as a charter-party carrier without authority; and (2) advertised illegally as charter-party carrier.
- F-5691. REFA Investments LLC dba Ultimate Limousine Service, Petaluma (TCP 21381). Case: PSG-5241. Fine: \$2,000. Violations: carrier 1) operated as a charter-party carrier after revocation; 2) failed to have workers' compensation insurance in effect and on file; and 3) failed to maintain a drug and alcohol testing program.
- F-5692. Handmade Everything LLC dba West Wine Tours, Sonoma (TCP 37554). Case: PSG-5242. Fine: \$3,000. Violations: carrier 1) failed to enroll driver in DMV EPN program; 2) failed to enroll driver in a drug and alcohol testing program; and 3) failed to pay PUCTRA fees and failed to display TCP number on front and rear bumpers of vehicle.
- F-5693. Rajnesh S. Prasad dba Preferred Image Limousine, El Dorado Hills (Unlicensed). Case: PSG-5250. Fine: \$2,000. Violations: carrier 1) operated without a valid authority; 2) illegally displayed Transportation Charter-Party number on vehicle; and 3) illegally advertised as a Charter-Party Carrier.
- F-5694. About Time Limousines LLC, Antelope (TCP 21892). Case: PSG-5133. Fine: \$4,000. Violations: carrier 1) operated without a valid authority; 2) failed to have workers' compensation insurance in effect and on file with the Commission; and 3) failed to pre-employment test and enroll drivers in an Controlled Substance and Alcohol Testing and Certification program. Carrier also failed to keep equipment list current and failed to maintain documentation.
- F-5696. All Three Shuttle Service, Inc. dba All Three Transit, Bakersfield, TCP 36996.

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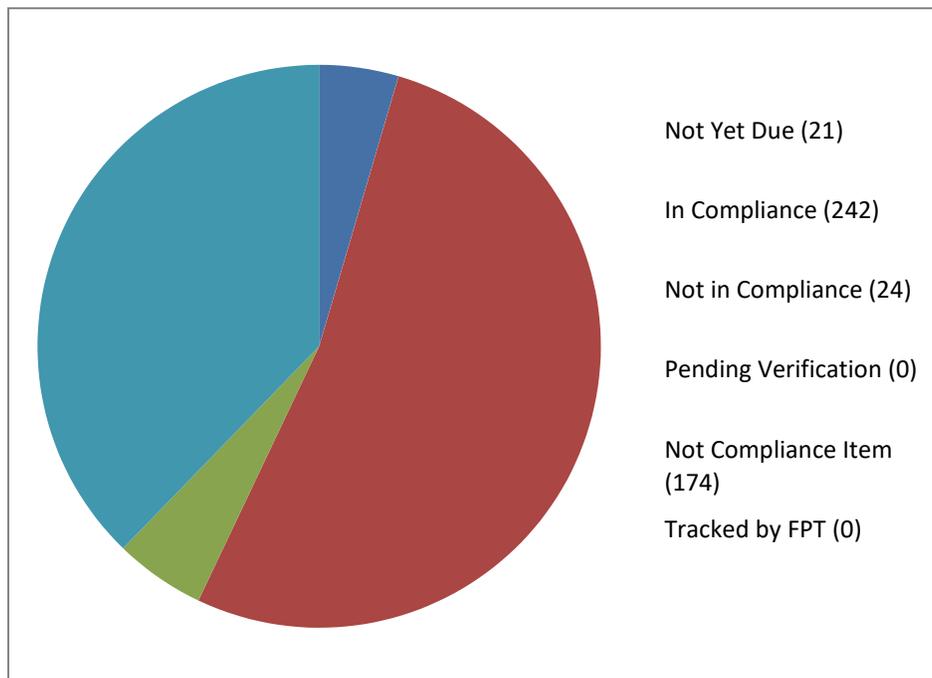
Case: PSG-5231. Fine: \$1,000. Violation: carrier 1) advertised without authority.

- F-5697. David Trevor O'Donnell dba PS Architecture, Palm Springs, TCP 33873. Case: PSG-5170. Fine: \$3,000. Violations: carrier 1) operated as a charter-party carrier without authority, and 2) advertised as a charter-party without authority.

Los Angeles Airport Citation Program

Month	Citations issued by LAX	Citations issued by CPUC	Vehicles impounded	C&D letters issued by TEB-S	Total fines collected
January	16	8	15	16	\$8,000
February	19	11	15	16	\$10,250
March	2	0	2	2	\$0
April	0	0	0	0	\$0
May	2	1	1	2	\$1,000
June	0	0	0	0	\$0
Year to date	39	20	33	36	\$19,250

COMPLIANCE WITH ORDERING PARAGRAPHS



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The Transportation Program is currently responsible for 461 separate Ordering Paragraphs. Many Ordering Paragraphs result from decisions to approve CPCNs for passenger stage corporations, and include permit requirements such as obtaining appropriate insurances, enrolling in drug testing and DMV pull-notice programs, receiving bus terminal inspections by CHP and others. Other OPs uphold TEB enforcement actions and impose fines for carrier violations of law and wrongdoing against consumers. OPs also introduce new reporting requirements and transportation policies.

DOCKET ACTIVITY

Policy Proceedings

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Shiroma.**
 - On June 9, 2020, Commissioner Shiroma issued [the Second Amended Scoping Memo and Ruling](#) issued re: Phase III of Rulemaking 12-12-011
- **R.19-02-012 / TNC Access for Persons with Disabilities / Mason & Chiv / Shiroma.**
No update.

Formal Enforcement Proceedings

- No OIIs or OSCs.

Citation Appeal Proceedings

- **K.19-09-015 / Jordan & Associates Investments, dba Sun Buggie Fun Rentals (TCP 38563-Z) Appeal / ALJ Kim**
On September 26, 2019, appeal was received and filed by ALJ Docket Office. April 2020, no hearing date scheduled by the ALJ.
May 2020, no hearing date scheduled by ALJ.
Appeal has not been scheduled to date. No change for June.
- **K.20-03-012 / Belmont Village Calabasas, LLC. (TCP - Unlicensed) Appeal / ALJ Kline**
On March 16, 2020, appeal was received and filed by the ALJ Docket Office.
No hearing date scheduled by the ALJ. On April 20, 2020, ALJ ordered TEB to suspend any and all further efforts to enforce its cease and desist order against Belmont until the citation appeal proceedings is resolved by Commission resolution. In addition, parties are reminded that all ex parte communications are prohibited in citation appeal proceedings. On May 22, 2020, Counsel working on opening brief.

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On 6/3/2020, CPUC Counsel received service copies of Belmont Village Calabasas LLC's Opening Brief and supporting documents from Legal Secretary Linda Jan Hall to William D. Taylor and Matthew H. Lewis, Esq.

On 6/29/2020, Counsel received email from ALJ a "Ruling Resolving Threshold Jurisdictional Issue and Directing Procedural Next Steps". ALJ finds the Commission has jurisdiction over charter-party carriers of passengers pursuant to the Passenger

Charter-party Carriers' Act (Pub. Util. Code §§ 5351 et seq.) even when those same carriers are issued a Private Carrier of Passengers Certificate by the California DMV pursuant to the Private Carriers of Passengers Registration Act (Veh. Code §§ 34680-34693). ALJ ordered Belmont Village Calabasas and the CPED to meet and confer, and file a joint case management statement that addresses the remaining material issues in dispute and the need for an appeal hearing within 21 calendar days of the date of this ruling.

- **K.20-03-013 / Steadfast Carpinteria, LLC. (TCP – Unlicensed) Appeal / ALJ Kline**
On April 10, 2020, received defendant's appeal. On April 17, 2020, appeal was discussed by both parties during a telephonic Status Conference. Motion to accept filing of the Parties' Settlement Agreement set for Commission Docket for May 7, 2020. Settlement agreement was accepted. Carrier has 30 days to sign and submit.
- **K.20-06-003 / David Gorgoyan dba Celebrity Rides (TCP 35518-B) Appeal / ALJ Goldberg**
On June 1, 2020, received defendant's appeal.
On June 10, 2020, appeal was filed by the ALJ Docket Office.
- **K.20-06-008 / Hamidullah Hamidi dba All Access Limo Service (TCP 31413-B) Appeal / ALJ Goldberg**
On June 24, 2020, received defendant's appeal and filed by ALJ Docket Office.

Carrier Application Proceedings

- **A.20-01-004 / Application of Vineyard Infrastructure – Los Olivos, LLC, doing business as Santa Ynez Trolley, for authority to operate as a scheduled Passenger Stage Corporation between the cities of Los Olivos, Santa Ynez, Los Alamos, Ballard, Buellton and Solvang; and to establish a Zone of Rate Freedom (ZORF) / 06/29/20 Decision 20-06-065 issued**
- **A.20-04-016 / In the Matter of the Application of Santa Barbara Airbus, Inc. d/b/a Santa Barbara Airbus (PSC-1262) for Authority to Increase Base Fares and Continue to Maintain a Zone of Rate Freedom / 06/29/20 Decision 20-06-066 issued**

OUTREACH/TRAINING/OTHER FIELD ACTIVITIES

Outreach

- **San Francisco International Airport Ground Transportation Unit and San Francisco Airport Police** – Northern California-based staff, San Francisco International Airport Ground Transportation Unit and San Francisco Airport Police working jointly to address complaints of unlicensed providers of passenger transportation at the San Francisco International Airport observed/inspected 750 vehicles.

Training

- **Heat Illness Training ongoing for Supervisors and Managers**

Special Projects TEB-South

- Contacted 17 Southern California carriers who were suspended and revoked for inadequate insurance via telephone and sent them cease and desist notices informing them of their permit status. Provided carriers with assistance and/or information to contact the license section and/or go online for licensing information and forms (i.e. Voluntary Suspension/Revocation/Reinstatement/Change of Information/PUCTRA/Notices).

Surveillance – TEB-South

The Transportation Enforcement Branch South (TEB-S) conducted field activities throughout Southern California, including Airports, transit centers, the entertainment district, and the San Ysidro Border Area. The main purpose of these visits was to monitor passenger transportation carriers' (PTC) activities during COVID-19 and report if drivers of these vehicles are complying with face covering and social distance state mandates. TEB staff observed that around July 4th Holiday some of the major airports such as Los Angeles International Airport experienced increased PTC activities coming off the COVID -19 era historical lows. TEB Staff did observe that drivers for PTC were wearing face covering and complying with social distance mandates where applicable.

UTILITIES ENFORCEMENT BRANCH

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the CPUC to seek appropriate penalties and remedies for consumers.

MONTHLY HIGHLIGHTS

- **Net Energy Metering (NEM) Citation Program (UEB-004):** CPED proposed a resolution to establish a NEM citation program to enforce compliance with the consumer protection measures authorized by the Commission in Decisions (D.)16-01-044, D.18-09-044 and D.20-02-011. Parties filed opening and reply comments.
- **One Million New Internet User Coalition (NIU) (I.18-07-009) (Commissioner Rechtschaffen/ALJ KIM):** CPED and NIU attended a status conference with the assigned ALJ to address scheduling issues in the proceeding. In addition, CPED submitted a Staff Supplemental Report to include additional facts obtained via discovery to further support CPED's allegation that Community Union (CU), a member of NIU, was overpaid in California Advanced Services Fund (CASF). The supplemental report affirms UEB's request that the Commission order CU to return to the CASF the misappropriated funds.
- **San Jose Clean Energy (K.19-03-024) (ALJ Yacknin):** The ALJ issued Resolution ALJ-382, denying SJCE's appeal of Citation No. E-4195-0052. The Resolution also orders SJCE to pay a fine of \$6,791,155.40 by check or money order within 30 days of the effective date of the resolution.
- **American PowerNet Management (K.20-04-004) (ALJ Yacknin):** The ALJ issued Resolution ALJ-384, granting the joint motion of CPED and APN to withdraw APN's appeal of Citation No. E-4195-0073 upon good cause.

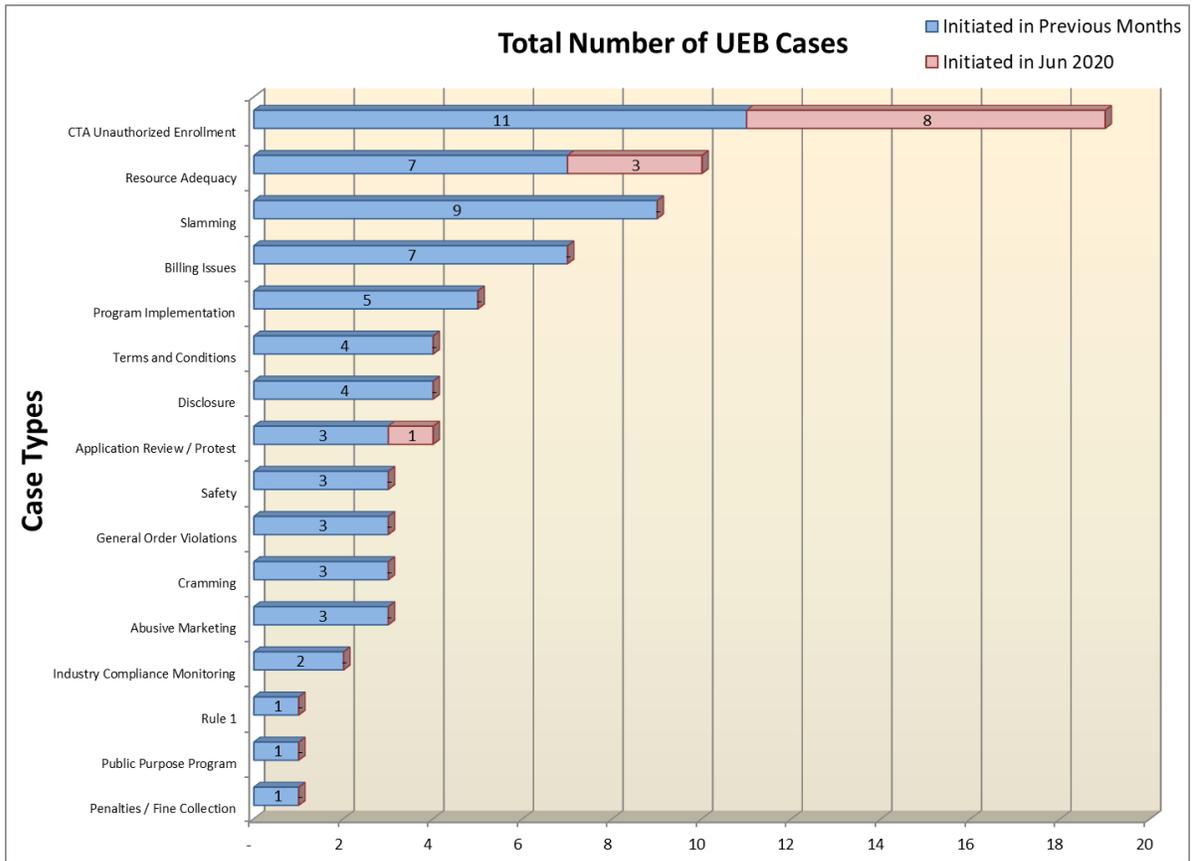
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- **Disconnections/Reconnections OIR (R.18-07-005) (ALJ Kelly):** The Commission issued D.20-06-003, adopting rules and policy changes to reduce residential customer disconnection for the large California-jurisdictional energy utilities. D.20-06-003 also ordered UEB to hold at least one workshop and to establish a citation program through a Commission Resolution to enforce the disconnection rules set forth in this proceeding.

KEY ACTIVITIES

UEB is working on a total of 79 cases. Investigations center primarily on CTA Unauthorized Enrollment, Slamming, and Resource Adequacy. UEB’s cases come from a variety of sources, with Inter-Division referrals and UEB’s own scanning activities playing key roles.

Cases by Type as of June 30, 2020



CITATIONS/FINES/REPARATION

UEB issued three Resource Adequacy (RA) citations during the month of June 2020. These citations were for a RA deficiency that was remedied after five business days from the date of notification by the Energy Division or not remedied at all. Cumulative January through June 2020 fines, reparations and penalties imposed are shown below.

Date	Citations/Fines/ Reparation
June 2020	\$28,126
Cumulative 2020	\$9,361,116

- Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities’ (LSE) compliance with system, local, and flexible resource adequacy requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-036, 11-06-022 and 14-06-050. See below RA citations issued in June 2020.

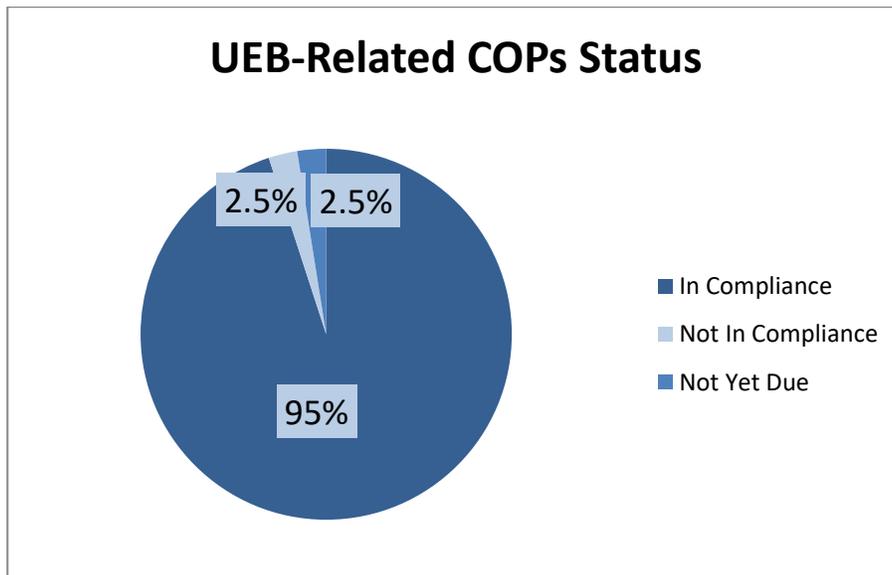
RESOURCE ADEQUACY CITATIONS JUNE 2020					
Energy Citation #	Date Issued	Company	Citation Amount	Date Due	Status
E-4195-0085	6/16/2020	Commercial Energy	\$7,495.00	7/16/2020	Awaiting payment or appeal
E-4195-0086	6/17/2020	Commercial Energy	\$7,311.00	7/17/2020	Awaiting payment or appeal
E-4195-0087	6/18/2020	Commercial Energy	\$13,320.00	7/18/2020	Awaiting payment or appeal
		TOTAL	\$28, 126.00		

- Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to PU Code Section 983.5.

- In June, UEB reviewed 66 CTA-related complaints received by the Consumer Affairs Branch (CAB) in May 2020 and identified 21 needing investigation. UEB issued 8 data requests for proof of enrollment authorization for 20 customers. One complaint did not contain enough information in CAB's Consumer Information Management Systems database (CIMS) to be included in the data requests. UEB received 16 TPVs and 2 signed contracts as proof of customer authorization. Staff reviewed all data request responses and recommends no further investigation.

Month Received	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
May	66	21	8	16 TPVs, 2 Signed Agreements	0	0

COMPLIANCE WITH ORDERING PARAGRAPHS



There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of June. UEB was responsible for 39 separate Ordering Paragraphs. As of June, 2020, 37 (representing 95%) have been complied with, one is not yet due and one is not in compliance (both representing 2.5%, respectively).

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Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The numbers reported above tracks compliance with ordering paragraphs assigned to UEB and do not include tracking for compliance with payment of fines, penalties, surcharges or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff also tracks such payments separately in our case management system.

UEB-RELATED PROCEEDINGS

Docket No.	Title	ALJ	Commissioner
A.19-04-014	Application of Cox California Telcom, LLC (U-5684-C) Requesting the Commission Not Require Cox to Pay Disputed Surcharge Amounts Identified in Audit Report.	Kline	Shiroma
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Aceves
R.18-12-005	Ruling directs Pacific Gas and Electric Company to show cause why it should not be sanctioned for violation of Public Utilities Code § 451 and Commission statutes by failing to properly communicate with its customers, and coordinate with local governments and Public Safety Partners during the Public Safety Power Shutoff (PSPS) events during October 9 - November 1, 2019, resulting in a risk to public safety.	Semcer	Batjer
I.17-04-021	Order Instituting Investigation on the Commission’s Own Motion into the Billing Practices of Southern California Gas Company (U904G); and Order to Show Cause Why the Commission Should not Revise Rule No. 14, Impose Penalties and/or Other Remedies for Extending Billing Periods and Issuing Untimely Monthly Bills.	Ayoade	Rechtschaffen
I.18-07-009	Order Instituting Investigation on the Commission’s Own Motion into the California’s One Million New Internet Users Coalition’s Misuse of California Advanced Services Fund Grant Funds; and Order to Show Cause Why the Commission Should Not Impose Penalties and/or Other Remedies for Violating Terms of Their Grant and for Refusing to Return Funds.	Zhang	Aceves

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I.19-12-009	Order Instituting Investigation on the Commission's Own Motion into the Operations, Practices, and Conduct of Frontier Communications to Determine Whether Frontier Violated Laws, Rules and Regulations through Service Outages and Interruptions and Disclosing and Publishing Customer Addresses.	Zhang	Randolph
K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195-0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kim	N/A
K.20-04-004	Appeal of American PowerNet Management (APN) to citation E-4195-73 issued on March 6, 2020 (revised on April 29) by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-04-005	Appeal of San Jose Clean Energy to citation E-4195-74 issued on April 10, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-04-006	Appeal of East Bay Community Energy to citation E-4195-77 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A
K.20-05-006	Appeal of Clean Power Alliance of Southern California to citation E-4195-82 issued on April 9, 2020 by Consumer Protection & Enforcement Division.	Yacknin	N/A

OUTREACH/TRAINING/OTHER ACTIVITIES

SNAP: The FCC’s Rural Broadband Auctions Task Force (RBATF) gave give a presentation on updates regarding the Rural Digital Opportunity Fund and the recently-proposed 5G Fund for Rural America. This will fund the deployment of high-speed broadband networks in rural America. In addition, the FCC’s Telecommunications Access Policy Division and Communications Lifeline - Universal Service Administrative Company (USAC), discussed trainings and other available resources for states utilizing the FCC's National Verifier. The FCC and USAC continue to provide outreach information and materials for stakeholders interested in Lifeline during the pandemic.